

**Meeting Minutes  
January 9, 2019**

EXECUTIVE COMMITTEE MEMBERS	DEPARTMENT OF HUMAN SERVICES
Mark Anderson – <b>present via phone</b>	Jerry Foxhoven – <b>present via phone</b>
Alexa Heffernan – <b>present via phone</b>	Harry Rossander - <b>present</b>
Kimberly Kudej – <b>present via phone</b>	Nancy Freudenberg - <b>present</b>
Kim Spading – <b>absent</b>	Mike Randol – <b>present via phone</b>
Sam Wallace – <b>present via phone</b>	Mikki Stier – <b>present via phone</b>
	Lisa Cook – <b>present via phone</b>

EX-OFFICIO LEGISLATIVE MEMBERS
Representative Joel Fry – <b>present via phone</b>
Representative Lisa Heddens – <b>absent</b>
Senator Amanda Ragan – <b>absent</b>
Senator Mark Segebart – <b>absent</b>

**Guests**

Erin Cubit, Iowa Hospital Association  
 Tony Leys, Des Moines Register  
 Tony Reed, Central Iowa Detention

**Call to Order**

Mark Anderson, Chair, called the Council meeting to order at 10:00 a.m. via conference call on Wednesday, January 9, 2019. Anderson stated:

“This meeting of the Iowa Council on Human Services is being held in accord with Section 21.8 of the Code of Iowa entitled, “electronic meeting.” The Code states that a governmental body may conduct a meeting by electronic means if circumstances are such that a meeting in person is impossible or impractical, or if the governmental body complies with the rules. The rules essentially state that access must be provided to the public. The meeting is being held on a speaker phone in the First Floor Conference Room of the Hoover State Office Building. An agenda was sent to interested groups as well as the press advising that the meeting will be held via conference call. Minutes will be kept of the meeting.”

### Roll Call

All Council members were present with the exception of Spading. Ex-officio legislative member Representative Fry was present via phone. All of the other ex-officio legislative members were absent.

### Rules

Nancy Freudenberg presented the following rule for adoption:

**R-1** Amendments to Chapter 167, Child Welfare. Adds clarity to 441—Chapter 167 by defining who must complete the required financial and statistical report for Juvenile Detention Reimbursement.

A motion was made by Heffernan to approve and seconded by Wallace.  
MOTION UNANIMOUSLY CARRIED.

### Approval of Minutes

A motion was made by Wallace and seconded by Heffernan to approve the minutes of December 12, 2018 meeting. MOTION UNANIMOUSLY CARRIED.

### Oversight of Managed Care

Mike Randol, Medicaid Director, Iowa Medicaid Enterprise (IME) introduced Lisa Cook (IME) to provide a brief overview of the first quarter SFY 2019 Medicaid Managed Care performance report. Lisa Cook provided the following update:

The quarterly performance report is for the first quarter of State Fiscal Year 2019, July 2018 through September 2018. The IME has made some key changes in the performance reporting and she highlighted those changes by going through specific changes presented in the report by page and topic. Cook noted that the IME has taken a lot of input from stakeholders and worked with MCOs and internally within DHS to make the content of the reports more meaningful and easier to consume visually. The performance report is available on the IME webpage.

Lisa Cook reviewed the report and highlighted changes and results. Council member questions during that discussion were as follows:

Page 26 – One chart shows top ten reasons for pharmacy claims denials. A second chart on that page shows Utilization of Value Added Services Reported Count of Members.

Heffernan questioned that so few members are utilizing services.

Randol responded that it is already an opportunity to review the services being provided to members. IME will continue to monitor the utilization of these services.

Anderson asked why is there such a difference between the two companies?

Randol responded that we allow the MCOs to determine what value-added benefits with state approval that they offer. Trying to determine better ways to present the utilization of the services.

Kudej noted on Page 36 that there seem to be a high number of Fraud, Waste, and Abuse investigations for UnitedHealthCare as compared to Amerigroup.

Cook explained that UnitedHealthCare has a higher number of members in managed care than Amerigroup.

Heffernan referring back to Page 31 of the report asked why Amerigroup has a high percentage of denials for prior authorization (40% vs 16%)

Randol stated that IME will research that question and report back to the Council on the results.

Anderson noted that the new tables provided helpful information.

#### Council Update

Heffernan – Nothing to report

Kudej – Nothing to report

Wallace – Would like to update the Council on information regarding the Medical Residency Program.

Anderson – Nothing to report

#### Director's Report

Jerry Foxhoven, Director, reported

- DHS continues to prepare for the upcoming legislative session and budget discussions.
- Children's Mental Health provisions will continue to move forward.
- Finalizing the Medicaid Program Annual Report. Noted that many of the problems from prior years are being resolved and doing much better of taking care of members and providers.
- The Governor's office recently appointed a new person to manage candidates for appointments to Boards and Commissions. The Council is near the top of the list to receive two additional appointees once identified.

#### Legislator's Report

Representative Fry reported

- Echoed Director Foxhoven's statement about the legislative session will gavel in at 10:00 a.m. on Monday, January 14, 2019.

- He will be chairing the Health and Human Services Budget Committee this year.
- He anticipates that funding for Adult and Children's Mental Health will move forward.

#### **Next Meeting**

The next meeting of the Council on Human Services is Wednesday, February 13, 2019 at the Hoover Building.

#### **Adjournment**

Anderson adjourned the meeting at 10:39 a.m.

Submitted by,  
Harry Rossander  
Interim Recording Secretary  
hr